

Terms & Conditions

Overview

These terms and conditions apply to holiday camps organised by Haynes Childcare and Education Ltd. (Company number: 09610402), operating under the Registered Trademark, 'Global Camps'. The contract for the supply of any place on a particular holiday camp is between Haynes Childcare and Education Ltd. and you. Your contract incorporates these Terms and Conditions and by making a booking with us you confirm your acceptance of these Terms and Conditions.

In these Terms and Conditions: 'we' or 'us' or 'our' means Haynes Childcare and Education Ltd. 'you' or 'your' means the parent or guardian of the Participant(s) named on the booking who makes the booking. 'Participant' means the person(s) named on the booking system taking part in the relevant camp.

A. Booking & Payment

BOOKING

A.1. When you make a booking, we will provisionally reserve a place or places on the relevant camp on the basis of these terms and conditions. Your booking will be taken as confirmed in respect to all Participants named by you on the booking only at the time of payment. A binding contract between us will come into existence when you make a booking.

PAYMENT

A.2.1 The balance of the total price per participant must be paid no later than 1 week before the start of your booking. Participants will not be confirmed on the camp until we receive the total price by the relevant date. If payment is not received, your place(s) will be cancelled and made available for booking by other customers.

A.2.2 Payments are to be made by debit or credit card through secure online payment made via the online booking system, managed by Pebble. Payments with childcare vouchers and the government tax-free childcare scheme can also be managed via the booking system.

B. Cancellations by us

B.1.1. In the unlikely event we need to cancel arrangements we will tell you as soon as possible. However, we will not cancel your arrangements less than 7 days before the start of the relevant camp, unless it is for a reason outside our control. If we cancel your arrangements we will issue a refund of all monies paid.

B.1.2 We regret that our camps can only be operated if a sufficient number of people agree to take part and pay all the sums due. If there is insufficient demand, we have the right to cancel the camp in question. If we have to do so, we promise we will tell

you no later than 7 days before the start of the relevant camp. In this situation a full refund of all monies paid will be issued.

C. Changes and Cancellations by you

IF YOU CHANGE YOUR BOOKING

C.1.1. If you want to change your booking in any way you must inform us in writing as soon as possible. We will endeavour to help you, although we cannot guarantee that we will always be able to do this as changes are subject to availability at the time.

C.1.2. Where we can make a change, we will charge you for any additional services.

IF YOU CANCEL YOUR BOOKING

C.2.1. If you wish to cancel your booking, you must do so in writing. If you cancel up to 7 days before the start of your booking, a full refund of all monies paid will be made.

C.2.2. If you cancel within less than 7 days but 24 hours before the start of your booking we will withhold 20% of your balance as a cancellation fee and refund any other monies paid.

C.2.3. If you cancel within less than 24 hours of the start of your booking we will withhold 100% of the monies paid. If payment is outstanding, you will be liable to make payment in full.

C.2.4. If the Participant named on the registration form is unable to attend the camp for any reason, you may be able to transfer the place of the person(s) concerned to someone else/other people suggested by you and acceptable to us.

D. Limitation of Liability to you

D.1. If the contract we have with you is not performed or is improperly performed we will pay you compensation. However we will not be liable where any failure in the performance of the contract is due to:

D.1.1. you or a relevant Participant; or

D.1.2. a third party unconnected with the provision of the camp arrangements and where the failure is unforeseeable or unavoidable; or

D.1.3. unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised.

D.2. Our liability to you, except in cases involving death, injury or illness, shall be limited to a maximum of two times the cost payable to us for the camp.

D.3. Should any Participant suffer illness, personal injury or death attributable to a third party unconnected with the provision of the service, or as a result of failures due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, we will offer you such advice, guidance and assistance as is reasonable.

D.4. Nothing in these Terms and Conditions affects any statutory rights that you or individual Participants may have under the relevant jurisdiction.

E. Your Responsibilities

E.1. Parents or guardians of each Participant are required to complete registration questions before the start of their booking. We reserve the right to cancel any Participant's place on, or require a Participant to leave the camp, even if the camp has already commenced, and without compensation or repayment of any sums paid should any information on the registration form be incorrect.

HEALTH PRECAUTIONS AND SAFETY

E.2.1. We will provide general advice to you and Participants as to what health precautions are usually required for any activities. Any health information provided by us is provided in good faith but will only be a general overview of any health hazards and requirements for the camps. In the circumstances, any such advice given by us should not be regarded as a substitute for specific and detailed medical advice.

E.2.2. Our camps involve some strenuous activity and it is your responsibility to ensure that each Participant has the necessary level of fitness and health to complete the camp. Each Participant will be required to provide appropriate medical details and full particulars must be given of any previous or existing conditions that may affect a Participant's ability to take part in the camp or relevant activities. Participants will be required to authorise disclosure by us of any such conditions to any medical personnel that we use in connection with the camp. We reserve the right to cancel any Participant's place on or require a Participant to leave the camp, even if the camp has already commenced, and without repayment of any sums paid or other compensation, should any information provided to us in respect of that Participant's medical history or condition be incorrect.

E.2.3. Whilst at the camp, all Participants are required to adhere at all times to the advice and instructions given by our staff.

E.2.4 If a Participant falls ill or suffers an injury, or in our opinion is not able to continue with the camp, we reserve the right, following consultation with the relevant parent or guardian, to require each Participant to either leave the camp entirely or for a period, or to not take part in a particular activity at the camp. In such circumstances, the relevant parent or guardian or other responsible adult will be required by us to accompany the relevant Participant at all times.

BEHAVIOUR

E.3.1. We shall endeavour to provide advice to Participants on health, safety and security matters before and whilst at the camp and provide reasonable supervision whilst Participants are undertaking activities and expect all Participants to behave responsibly in relation to their own safety and security and that of others at the camp.



E.3.2. All Participants should be advised that you will be personally liable for any damages suffered to property or by us in the event of any Participant failing to comply with the terms of this clause and that, following consultation with the relevant parent or guardian, we reserve the right in our absolute discretion to require any Participant to leave the camp if that Participant's behaviour falls short of the standards expected by us. In such circumstances, the relevant Participant will have to be accompanied home by you or another responsible adult and no compensation of any sort (including the return of any monies paid) shall be payable by us in respect of the relevant Participant and all rights are reserved by us against such Participant and you.

F. Complaints

If you or a Participant have cause for complaint whilst at the camp, you must bring it to the attention of our staff immediately. They will do their best to rectify the situation. If your complaint is not resolved on site, please follow this up within 28 days of the end of the camp by emailing info@globalcamps.co.uk.